



Clinics & Running Times

Antenatal Clinic – Thursday
 IUD Fitting – Weekly
 Diabetic Clinic – Twice weekly
 Asthma Clinic – Twice weekly
 Child Health Clinic – Wednesday PM
 Minor Operation – Wednesday 8:30-9AM
 Travel Clinic – Weekly

Addictions Support Worker – Tuesdays, referral by GP

Benefits Advisor – Thursday PM
 Express Clinic – Daily (For urgent problems on the day)

Appointments for these clinics need to be booked in advance.

Change of Address/Contact Details

Please inform the practice if you change your: name, address, telephone number/mobile or email address. For visits it is helpful if the house number is visible.



Practice Catchment Area

Please refer to our website for further information or help regarding the Practice Catchment Area, or kindly see the area highlighted to give you an indication. If the image above is not helpful please proceed to our website where you can enter your post code to check your eligibility.



General Surgery Hours

Monday to Thursday
 8:00-12:30 & 14:00-18:00
 Friday
 8:30-12:30 & 14:00-18:00

Practice Doors Open

Monday to Friday 8:00-18:00

**For all emergencies please telephone
 01865 240501**

For details of primary medical services in the area, contact:

NHS England (Thames Valley Area Team)
 Jubilee House, 5510 John Smith Drive, Oxford
 Business Park South,
 Cowley, Oxford, OX4 2LH
 Switchboard: 01865 963800

19 Beaumont Street Surgery

Dr Christopher Kenyon

MB ChB (Liverpool 1983) MRCGP MRCP DRCOG

Dr Richard Silvester

MA (Cantab) MBBChir (Cambridge 1990) MRCGP DRCOG

Dr Deborah Waller

MA (Cantab) MBBChir (Cambridge 1985) MRCGP DCH

Dr Meriel Raine

MA (Oxon 1989) MB BS FRCS MRCGP DRCOG

Dr Andrew Schuman

MBBS (London 1993) BSc (Hons) MRCGP DRCOG

Dr Jayne Haynes

MA (Cantab) BM BCH (Oxford 2000) MRCGP DRCOG DFFP

Dr Simon Curtis

MBBS (London 1988) BSC MRCGP

Dr Rachel Hardwick

MBBS (London 1996) BA MRCGP DTM&H

Dr Ben Riley

MA (Oxon) BM BCH (Oxford 2000) FRCGP DRCOG

Dr Sunaina Khanna

Bsc MBBS (London 2003) MRCPCH DFFP DRCOG MRC

19 Beaumont Street, Oxford OX1 2NA
 Telephone
 01865 240501
www.19beaumontstreet.com

The practice consists of GPs, Practice Nurses, Health Care Assistants, Midwives, Counsellors, a Patient Services Manager, and Practice Administrators, Practice Manager, Secretaries, Receptionists and numerous clerical staff - very recently we have recruited a pharmacist adding to our list of clinical staff

We are committed to free medical care for all patients as embodied in the founding principles of the National Health Service.

If you have any comments or complaints regarding the service we provide please do not hesitate to contact one of the team or our Practice Manager. We appreciate your feedback and any complaint will be dealt with quickly.

How to Register

You can register with us by coming into the practice and completing a Registration Form. If you are unable to come in to the practice, please do contact us on our email below for further help admin.nbs@nhs.net.

Consultations

A doctor or nurse is available during most of the opening times shown. Consultations are by appointment, usually at 10 minute intervals. People with urgent problems will always be seen the same day. Appointments may be made by telephone, 01865 240501, coming into the practice between **8.00am to 6.00pm** weekdays or online with patient access. For non-urgent appointments do try to book in good time, especially if you want to see a particular doctor as they all have differing work patterns.

Even if you have not visited the surgery for several years, as long as you are still registered with us, you are eligible to be seen.

Confidentiality

We provide a confidential service to all our patients of all ages. This means that you can tell others about your visits, but we won't. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.

Telephone Advice

Telephone advice is always available from either a doctor or nurse. You may be asked for a telephone number for us to call you back on and the receptionist may ask the nature of the problem to help navigate you to the best person to resolve it.

Home Visits

Weekdays: If possible, please make your request before 10.30am. Requests later in the day should only be for urgent calls. Please do not ask for a visit if you are well enough to attend or be brought to the surgery. If in doubt, ask to speak to a doctor or nurse.

Nights and Weekends: Please call 01865 240501 and your call will be put through directly to the answering service (NHS 111) who will take your details and arrange your care. If appropriate they can make you an appointment with an out of hour's doctor. They can also provide you with telephone advice from a doctor or nurse. You can dial 111 directly; this call will then be free of charge. Please do not ring for appointments or routine enquiries outside normal hours as there will be no answer as no one is in the surgery

Our Responsibility to You

- You will be greeted courteously
- You have the right to see your medical records subject to the limitations of the law
- You have the right to express a preference as to whether you see a particular doctor, or whether you would prefer to see a male or female doctor, generally or for a specific condition – note in an emergency it may be that only the duty doctor is available to see you (the duty doctor is on a rota and so could be male or female)
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment

Your Responsibility to Us

- Please treat all surgery staff with the same respect
- Do not ask for information about anyone other than yourself (unless you can prove you are their parent or guardian)
- Please cancel your appointment if you are unable to attend and please be punctual
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review when asked, before your next prescription is due
- Patients who are violent or abusive to the staff may be taken off our register

Practice Nurses and Health Care Assistants

Nurses are available for consultation by appointment throughout the day. They treat minor illnesses/ injuries and carry out immunisations, including all travel immunisations available on the NHS. **For Travel Immunisations please see the nurse at least six weeks before you travel.**

HCAs provide new registration medical checks, phlebotomy, NHS Health Checks and associated nursing support.

College Nurses

Some of the Colleges have a College nurse who is available without an appointment on weekday mornings during term time. They will be able to give advice on minor illness and the possible need for further treatment. (Only applies to Oxford University students).

Our Services

Our range of services includes; childhood immunisations (available in our Child Health Clinic). Clinics for asthma, diabetes, addictions Support, minor surgery and antenatal Care. A list of the clinics we run is shown overleaf. We also provide flu immunisations for those at increased risk of the complications of flu.

Contraception

All the doctors and nurses can advise on contraception and sexual health and all the different methods of contraception - contraceptive pills, caps, IUD/IUS and Implanon. Cervical cytology (smear tests) are performed by the Practice Nurses. Where contraception fails, we believe that women should have the opportunity to choose the outcome of their pregnancies.

Maternity Services

Most births are in the John Radcliffe hospital, either in the Community Midwifery Unit or under consultant care, although some are at home. Maternity care is provided in the practice by the Community Midwife Team in conjunction with the GPs. The midwife runs an antenatal clinic here on Thursdays.

Medical Examinations

If you require a special examination or report for insurance, driving, employment etc. please mention this when you book the appointment so that enough time can be allotted. Some medicals do incur a fee.

Repeat Prescriptions

If you are on continuing medication an arrangement for repeat prescriptions can be made after consultation with your doctor. The slip attached to your prescription will explain how to use this system and you will need to see a doctor/pharmacist periodically to review the medication. Your prescription will be ready for collection in two working days. Alternatively, you can register for our online prescription service (please ask at reception).

Investigations

Make sure you get the results of any investigations. Please allow about one week for the results to come back. X-ray reports may take longer. Results are available via patient online access (registration required) as well as by telephone. If you are phoning for results, please try to phone between 2.00pm and 4.00pm when we are less busy.

Teaching

This is a teaching practice and the doctors that join us are full members of the team. Medical students are also attached to the practice for short periods from time to time. If another doctor or student is 'sitting in' with your doctor you will be told when you arrive for your appointment. If you object, the observer will leave the room for your appointment.